

FIG. 1

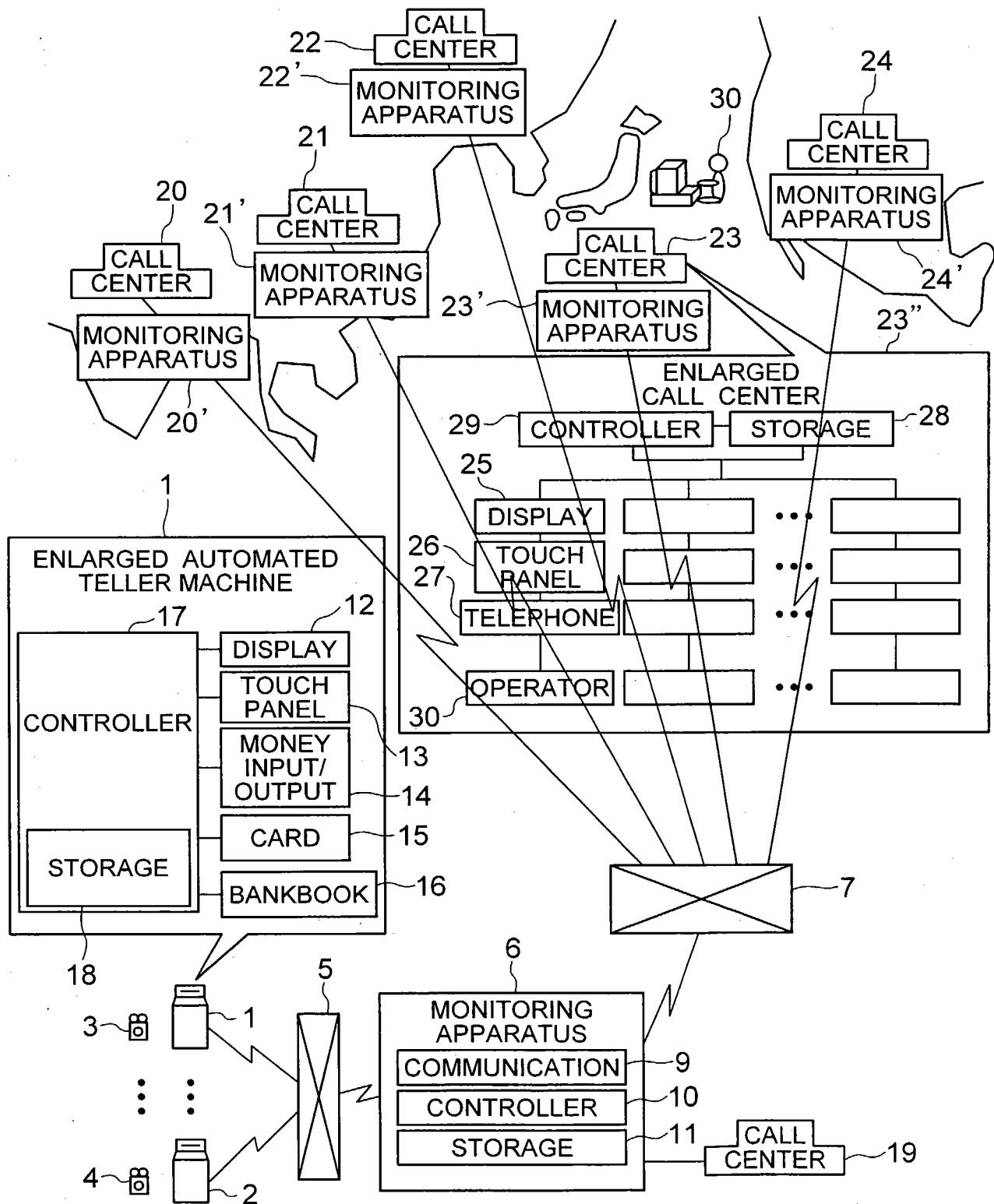


FIG. 2

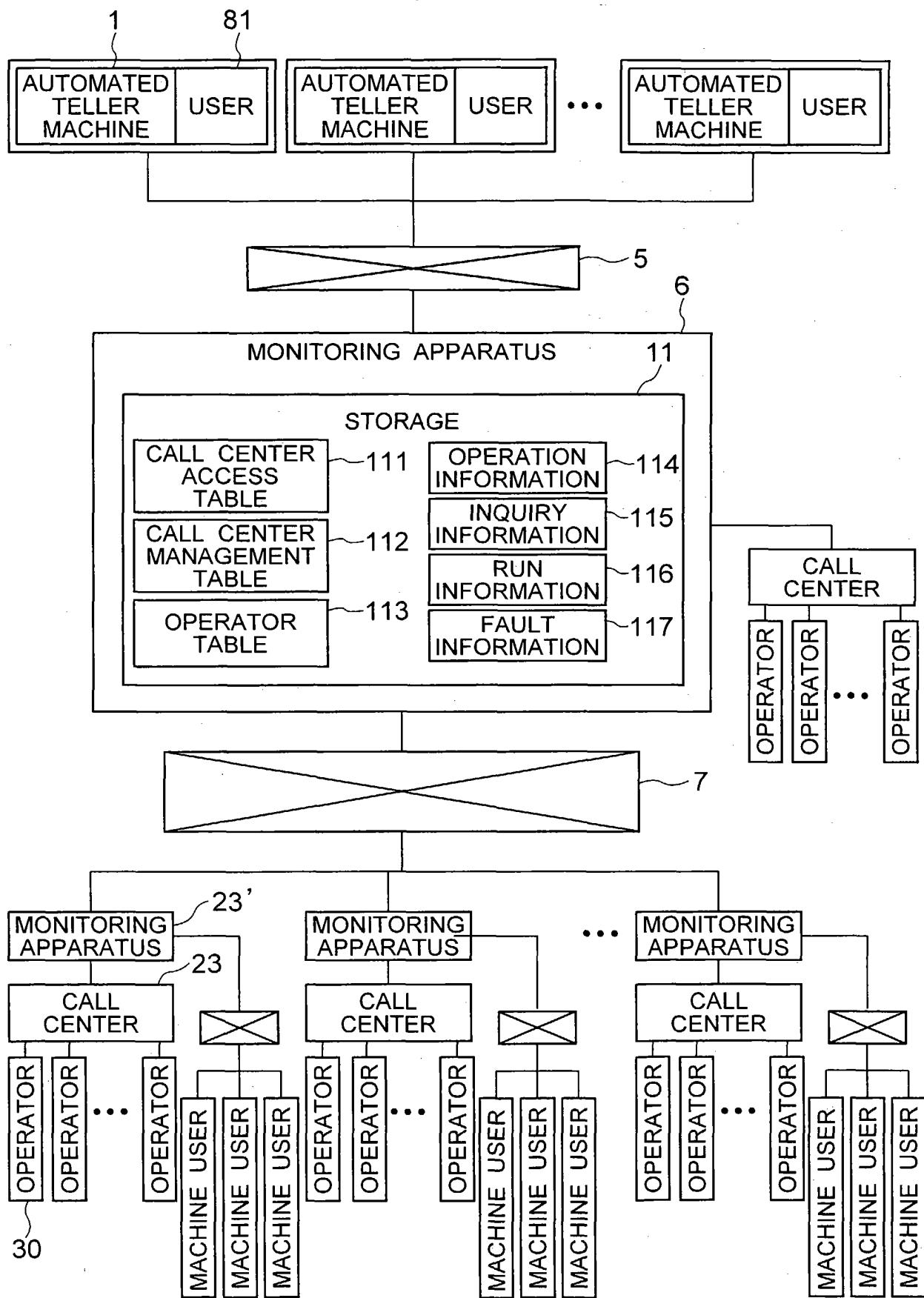


FIG. 3

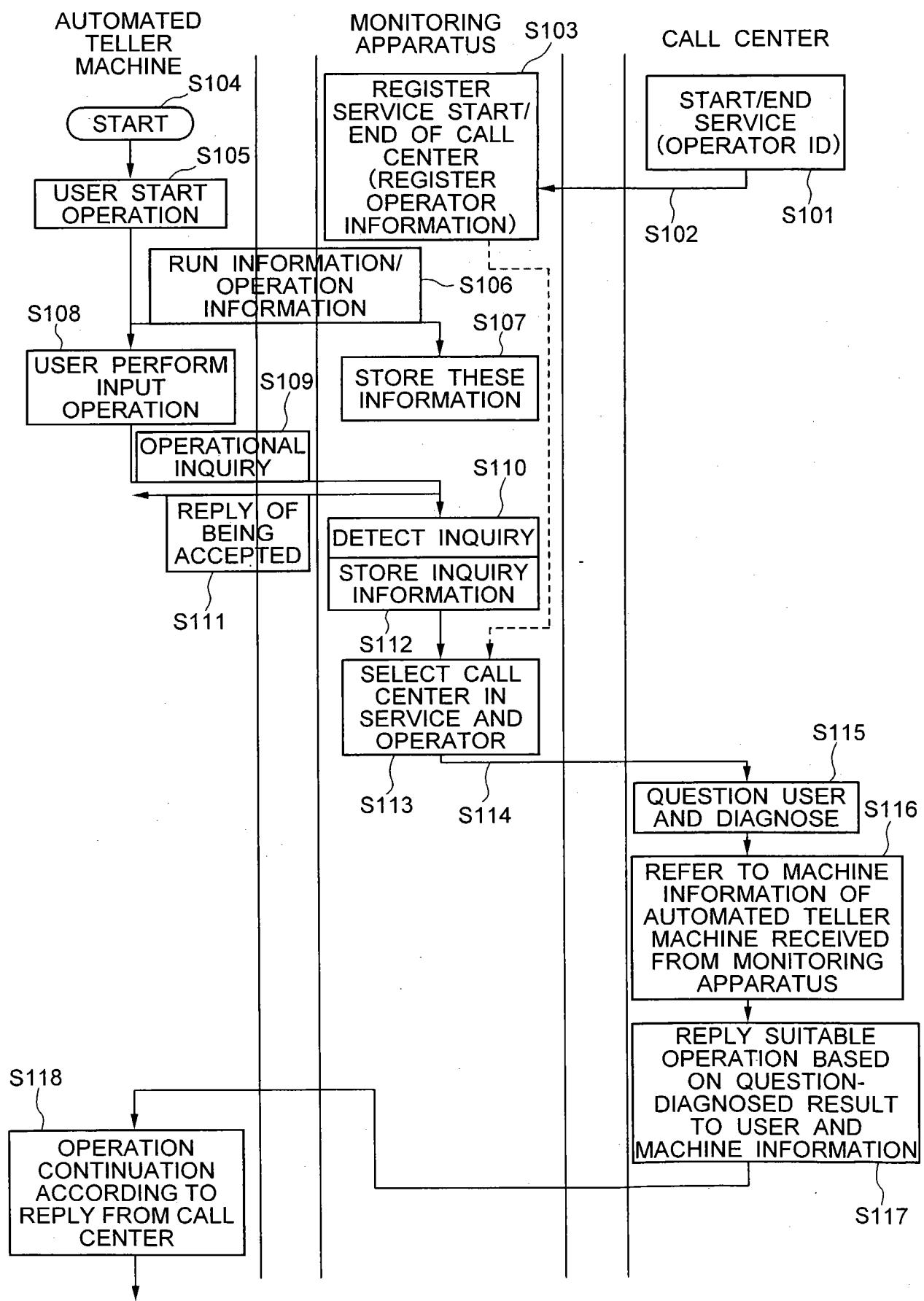


FIG. 4

OPERATOR TABLE

OPERATOR No.	OPERATOR ID	USE LANGUAGE	RECEPTION SKILL DEGREE	MACHINE KNOWLEDGE LEVEL	ACCESS FREQUENCY
1	XXXXXX	A, B, C, D, E, F	A	A	n1
2	XXXXXX	A, B, C, E, F	A	B	n2
3	XXXXXX	A, B, C, E	B	B	n3

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FIG. 5

CALL CENTER MANAGEMENT TABLE

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FIG. 6

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CALL CENTER ACCESS TABLE

INQUIRY TIME ZONE	LOCATION OF CALL CENTER TO BE ACCESSED					
	1	2	3	n
800~2100	JAPAN A	JAPAN B	U.S. A			INDIA
2100~2400	U.S. A	U.S. B	CANADA			U.K.
2400~400	KOREA	CHINA A	INDIA			U.S. C
400~800	CHINA B	FRANCE	GERMANY			U.K.

FIG. 7

RUN INFORMATION

MACHINE NUMBER	DATE	TIME	OPERATION CONTENTS
MACHINE 08	01/23/2001	09 : 01 : 05	DEPOSIT, DEPOSITED BILL, 5 ONE-THOUSAND-YEN BILLS, 10 ONE-TEN-THOUSAND-YEN BILLS, 2 RETRIES OF CARD FEED
	01/23/2001	09 : 03 : 45	WITHDRAWAL, WITHDRAWN BILL, 2 ONE-THOUSAND-YEN BILL, 9 ONE-TEN-THOUSAND-YEN BILLS, ABNORMAL SENSOR (DISCRIMINATOR)
	01/23/2001	09 : 10 : 03	BANKBOOK PRINTING, 10 PRINTED LINES, 1 PAGING
	:	:	:
	01/24/2001	13 : 01 : 17	BALANCE REFERENCE, 2 RETRIES OF CARD READING OPERATION
	01/24/2001	13 : 09 : 21	DEPOSIT, DEPOSITED BILL, 2 ONE-THOUSAND-YEN BILLS, 50 ONE-TEN-THOUSAND-YEN BILLS, 3 ONE-TEN-THOUSAND-YEN REJECTED BILLS
	:	:	:

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FIG. 8

OPERATION INFORMATION

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MACHINE NUMBER	DATE	TIME	OPERATIONAL CONTENTS
MACHINE 02	01/23/2001	09:00:01	DEPRESSED DEPOSIT KEY
	01/23/2001	09:00:10	INSERTED BANKBOOK
	01/23/2001	09:00:20	ENTERED BILL
	01/23/2001	09:00:35	DEPRESSED CONFIRMATION KEY
	01/23/2001	09:00:50	ACCEPTED BANKBOOK
	01/23/2001	09:01:30	DEPRESSED WITHDRAW KEY
	01/23/2001	09:01:35	INSERTED CARD
	01/23/2001	09:01:40	ENTERED PASSWORD
	01/23/2001	09:01:45	DEPRESSED CORRECTION KEY
	01/23/2001	09:01:55	ENTERED PASSWORD
	01/23/2001	09:02:05	ENTERED AMOUNT
	01/23/2001	09:02:15	DEPRESSED CONFIRMATION KEY
	01/23/2001	09:02:30	ACCEPTED CARD
	01/23/2001	09:02:35	ACCEPTED BANK SLIP OR STATEMENT
	01/23/2001	09:02:40	ACCEPTED BILLS
<hr/> <td>⋮</td> <td>⋮</td> <td>⋮</td>	⋮	⋮	⋮

FIG. 9

INQUIRY INFORMATION

MACHINE NUMBER	USE LANGUAGE	INQUIRY TYPE	INSTALLATION LOCATION	DATE	TIME	INQUIRY CONTENTS
MACHINE 03	B	23	07	01/23/2001	23:10:00	CARD INSERTED BUT NOT LOADED
:	:	:	:	01/24/2001	24:01:15	FORGOT OPERATIONAL PROCEDURE DURING TRANSFER OPERATION
:	:	:	:	01/24/2001	05:21:43	KEY INPUT RESULTED IN FAILURE OF DISPLAY APPEARANCE
:	:	:	:	:	:	:
:	:	:	:	:	:	:

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FIG. 10

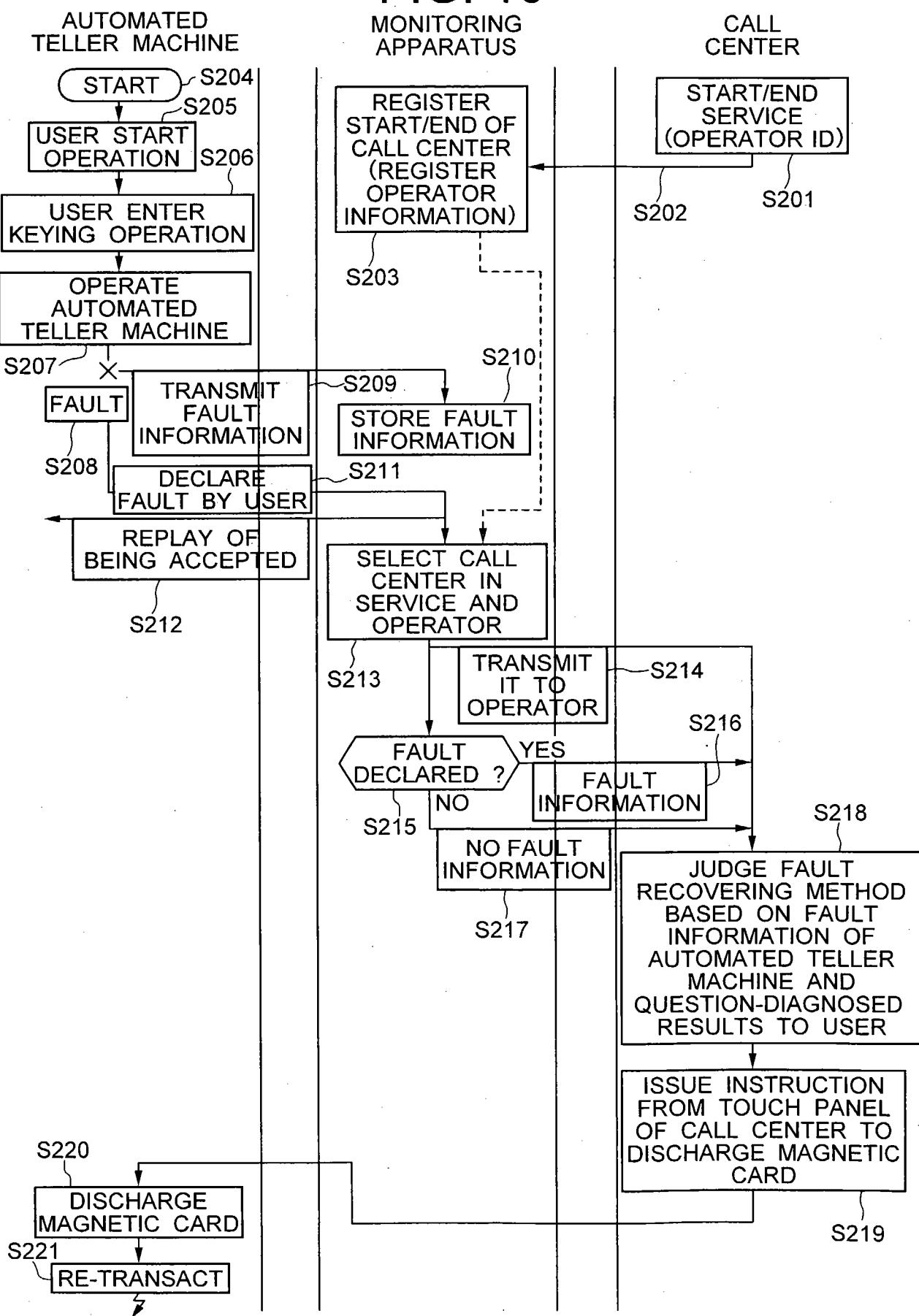


FIG. 11

FAULT INFORMATION

FAULT INFORMATION				FAULT CONTENTS	
MACHINE NUMBER	USE LANGUAGE	INQUIRY TYPE	INSTALLATION LOCATION	DATE	TIME
MACHINE 06	B	34	25	01/23/2001	09:47:10
	:	:	:	01/23/2001	12:26:33
	:	:	:	01/23/2001	17:10:06
	:	:	:	⋮	⋮

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